## AMENDMENTS TO THE CLAIMS:

This listing of claims will replace all prior versions, and listings, of claims in the application.

**What is claimed is**:

    1.     (Currently Amended) A method for forwarding messages, comprising:

        monitoring locations of responses to incoming messages along with the time of day and day of week;

        storing each response along the associated time of day and day of week in a database;

        performing a statistical trend analysis on a user base~~is~~ to determine a probability of contacting the user for a given time of day and day of week at a given location;

        storing in a trend analysis table the result of the statistical trend analysis performed; and

        transferring incoming messages to the location in the trend analysis table with the highest probability of contacting the user.


    2.     (Original)  The method recited in claim 1, wherein said trend analysis table comprises a user identification, a plurality of times of day and days of week with locations of contact and probabilities of successful contact associated with each  location.


    3.     (Original)  The method recited in claim 2, wherein said trend analysis table further comprises a user override location that indicates probabilities of successful contact for each location are to be ignored and only the override location is to be used for contact.

4.    (Original)  The method recited in claim 3, wherein the incoming messages and responses are from PSTN telephone, cellular telephone, pager, fax, voice mail, e-mail or other voice or digital communication format.

5.    (Original)  The method recited in claim 4, further comprising:

checking the user override location in the trend analysis table; and

transmitting the incoming message to the user override location when set.

6.    (Original)  The method recited in claim 4, further comprising:

contacting the user at the location with the highest probability of successful contact associated with the location;

contacting the user at the location with the second highest probability of success when unable to contact the user at the location with the highest probability of success.

7.    (Original)  A system for forwarding messages, comprising:

a monitoring module to monitor responses by users to messages received and store the location of the response with a time stamp in a database;

a trend analysis module to perform a statistical probability analysis on the location and time stamp data in the database and determine the probability of contacting the user at each of a plurality of locations for a given time of day and storing the probability of contacting the user at each of a plurality of locations in a trend analysis table; and

a forwarding module to receive an incoming message and forward the incoming message to a location with the highest probability of contacting the user as designated in the trend analysis table.

8.      (Original)  The system recited in claim 7, wherein the database further comprises:

a trend analysis table having a user identification, a plurality of times of day and days of week with locations of contact and probabilities of successful contact associated with each location.


9.      (Original)  The system recited in claim 8, wherein said trend analysis table further comprises a user override location that indicates probabilities of successful contact for each location are to be ignored and only the override location is to be used for contact.


10.     (Original)  The system recited in claim 9, wherein the responses monitored by the monitoring module are provided in response to incoming messages, said incoming messages and responses are from PSTN telephone, cellular telephone, pager, fax, voice mail, e-mail or other voice or digital communication format.


11.     (Original)  The system recited in claim 10, wherein the forwarding module checks an override location specified by a user and forwards all incoming messages to the override location.


12.     (Currently Amended) The system recited in claim 10, wherein the forwarding module will attempt to contact the user at the location in the trend analysis table with the highest probability of contact and proceed to contact the user at the location with the second

4

highest probability of contact when the contacting the user at the location with the highest

probability of contact fails.


13.    (Currently Amended)  A computer program for forwarding messages,

comprising:

monitoring locations of responses to incoming messages along with the time of

day and day of week;

storing each response along the associated time of day and day of week in a

database;

performing a statistical trend analysis on a user baseis to determine a probability

of contacting the user for a given time of day and day of week at a given location;

storing in a trend analysis table the result of the statistical trend analysis

performed; and

transferring incoming messages to the location in the trend analysis table with the

highest probability of contacting the user.


14.    (Original)  The computer program recited in claim 13, wherein said trend

analysis table comprises a user identification, a plurality of times of day and days of week with

locations of contact and probabilities of successful contact associated with each location.


15.    (Original)  The computer program recited in claim 14, wherein said trend

analysis table further comprises a user override location that indicates probabilities of

successful contact for each location are to be ignored and only the override location is to be

used for contact.

16.    (Original)  The computer program recited in claim 15, wherein the incoming messages and responses are from PSTN telephone, cellular telephone, pager, fax, voice mail, e-mail or other voice or digital communication format.

17.    (Original)  The computer program recited in claim 16, further comprising:

checking the user override location in the trend analysis table; and

transmitting the incoming message to the user override location when set.

18.    (Original)  The computer program recited in claim 16, further comprising:

contacting the user at the location with the highest probability of successful contact associated with the location;

contacting the user at the location with the second highest probability of success when unable to contact the user at the location with the highest probability of success.